



POLICE COMMUNICATIONS OPERATOR/Dispatcher

Police Department

Salary: \$20.92 - \$26.70 / Hour

(An eligibility list will be established from this recruitment)

FINAL FILING DATE: Monday, February 8, 2010 @ 6:00 p.m.

WORK HOURS: THIS JOB INVOLVES WORKING ROTATING SHIFTS, EVENINGS, WEEKENDS, HOLIDAYS AND EMERGENCY DUTY.

DUTIES AND RESPONSIBILITIES: Respond and receive requests for police and other emergency assistance using a computer-aided dispatcher system (CAD); answer 911 calls; screen incoming calls to determine necessity, priority, and type of response required; monitor other radio frequencies to be aware of incidents elsewhere that may affect City police operations; monitor cameras throughout the building. Dispatch police units in response to calls for service or requests from officers in the field; use law enforcement terminology and cite Code sections by number; call public and private agencies, such as allied law enforcement, hospitals, towing services, and utilities and requests mutual assistance when necessary. Keep track of police unit locations and status; maintain constant radio communication with personnel in the field; run warrant checks on subjects, registration checks on vehicles, and property checks; relay information and instructions to personnel in the field. Maintain accurate log of incoming service requests and actions taken; prepare other reports and records as directed; maintain files necessary for dispatch as assigned; enter, update, and retrieve information from the computer and teletype networks. Provide general information to the public; as necessary, refer callers to appropriate agencies; calm angered or distraught callers; maintain calm in radio transmissions during hectic, tense, and dangerous situations; may assist citizens and police officers with translation-related needs; and perform other related duties as assigned.

MINIMUM REQUIREMENTS: Equivalent to graduation from high school and one year of increasingly responsible experience performing clerical duties including public contact. **A typing certificate, dated within the last 6 months, indicating 30 nwpm (net words per minute in a 5-minute test) must be submitted with City application.** Candidates who fail to provide a typing certificate will not be invited to participate in the selection process.

Successful completion/certification of the POST, Public Safety Dispatcher's Training Course (120 hours) is desirable. *Certificate not required when applying, however must obtain within one-year of employment.*

LATERAL APPLICANTS *only those who have successfully completed the POST Basic Dispatcher Training Course and/or Equivalency Examination (certification handled through POST), AND have completed probation as a dispatcher in a law enforcement agency, during current/previous employment, are exempt from the required written examination and required typing certification, but will be required to participate in the interview process.*

SPECIAL REQUIREMENT: Applicants not already POST certified must successfully complete a three-week Dispatcher course within one year of employment.

(OVER)

Must possess a valid California Class "C" Driver License. Must have the ability to spell accurately; operate computer terminal and other office equipment quickly, accurately, and at times, concurrently; speak clearly and precisely; work under pressure and exercise good judgment; effectively communicate and elicit information from upset and irate citizens.

Requires the ability to deal with the public tactfully and effectively, work under stress, handle many tasks simultaneously and exercise self-control, good judgement and make sound decisions under emergency situations. Must have the ability to retain information, learn departmental policies and procedures, carry out oral and written directions and communicate clearly and distinctly.

Submit Application, Resume and Typing Certificate to:

City of Monrovia
Human Resources Department
415 S. Ivy Ave.
Monrovia, CA 91016
Tel: (626)932-5500
E.O.E.

You may also access the City of Monrovia Employment Opportunities on the City's website: www.cityofmonrovia.org. City employment applications can be downloaded from the website. Completed applications with typing certificate can also be faxed to (626) 932-5560. The City's Jobline number is (626) 932-5592.

BENEFIT: City employees belong to the Public Agency Retirement System (PARS). The City pays 3.75% and the employee pays 3.75% to equal 7.5%.

APPLICATION AND SELECTION PROCEDURE: Upon review of the applications received, applicants who appear to best meet the requirements will be invited to continue in the selection process. This may include any combination of written and performance and/or an oral interview. **An extensive background check will be done as part of the selection process, and includes a polygraph and psychological evaluation.** The overall evaluation will be based on the applicant's skill, training, experience and education. Successful applicants will be placed on an eligibility list. The Chief of Police will interview the top finalists. A physical examination, which includes a drug screen and TB testing, will be conducted prior to employment. All appointments are made by the City Manager.

The City of Monrovia does not discriminate on the basis of race, religion, sex (including gender and pregnancy), national origin, ancestry, disability, medical condition, genetic characteristics, marital status, age or sexual orientation (including homosexuality, bisexuality, or heterosexuality), status in its employment actions decision, policies and practices.

If an applicant requires reasonable accommodations to participate in the selection process or to perform the functions of the position, he/she must contact the Human Resources Department to make appropriate arrangements.

In compliance with the Immigration Reform Control Act of 1986, all new employees must submit written identification showing that they have the legal right to work in the United States.

NOTE: The information contained in this bulletin does not constitute an expressed or an implied contract. The provisions contained in this bulletin are subject to change without notice.